

CITY OF RALSTON

JOB DESCRIPTION

POSITION TITLE: Library Associate 1

PURPOSE OF POSITION: This is entry-level library work serving and assisting patrons by processing and issuing library cards; checking books and other materials in and out of the library; identifying and locating library books, resources and other materials in response to patron inquiries; responding to queries from the public regarding library hours, activities, services, resources and related matters; and providing assistance to patrons on computers, printers, fax machines and related equipment.

ESSENTIAL FUNCTIONS:

Processes and issues library cards by receiving and verifying patron identification and address information, checking current library records against information provided, determining eligibility; entering patron information into software and preparing card while maintaining patron confidentiality.

Processes books and other materials for check-in and check-out using specialized library software; cleans and inspects materials for damage, reports damage to supervisor and follows up with patron as required; processes and collects fines; shelves and organizes books and other materials according to library practices and procedures; maintains general cleanliness and orderliness of library spaces.

Assists patrons and the public, in-person or over the phone, with a variety of inquiries regarding library collections, activities, services, programs and related matters; answers questions, locates materials, provides information and directs inquiries to other parties as necessary.

Maintains and updates computer patron records and other files.

Assist patrons and answers questions regarding computer, catalog, fax, copier and other library equipment operations.

Assists library staff in developing programs; purchases needed supplies and materials; engages third-party participants as required; prepares marketing materials including displays, flyers and announcements; coordinates space requirements, room set-up, and other logistics.

Performs related duties as required.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

Ability to learn principles and techniques associated with professional library work.

Ability to learn library classification system, circulation and reference methods.

Ability to learn community resources and agencies available to the general public.

Ability to utilize computers and software applications as they pertain to library systems.

Ability to read and interpret documents such as library policies, safety rules, operating and maintenance instructions, and procedure manuals.

Ability to work effectively with a variety of children, youth and adults of different ethnicities, socio-economic backgrounds, learning and physical abilities, behaviors and other differences.

Ability to maintain the confidentiality of appropriate communications, documents and transactions.

Ability to accurately prepare and maintain various records, reports and other departmental documents.

Ability to use independent judgment in the performance of duties.

Ability to perform job duties efficiently while managing frequent interruptions.

Ability to deal with the general public in a courteous and tactful manner.

Ability to operate standard office equipment and sound equipment, i.e., copiers, cameras, LCD projectors, etc.

Ability to type accurately using a computer.

Ability to understand and follow both oral and written instructions.

Ability to communicate effectively in English, both verbally and in writing.

Ability to speak effectively before groups of customers or employees of the organization.

Ability to establish and maintain effective working relationships with the public, other employees, and other city staff.

ESSENTIAL EDUCATION, CERTIFICATION AND/OR LICENSES:

1. Graduation from high school or GED equivalent, with higher education preferred.

ESSENTIAL PHYSICAL DEMANDS AND TYPICAL WORKING CONDITIONS:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is generally performed indoors in an office setting and requires routine bending, lifting and carrying office supplies, library books and other materials. The incumbent is required to frequently sit for extended periods of time, talk, hear and must have the ability to transport themselves to and from various locations within the city library. Hand-eye coordination is necessary to operate computers and various other pieces of equipment.

While performing the duties, the incumbent is required to use hands to finger, handle, feel or operate objects, tools or controls and to reach with hands and arms. Vision abilities required include close vision and the ability to adjust focus. The noise level is usually moderate.

Work requires interaction with the general public and may be stressful when dealing with irate citizens and/or meeting deadlines.

8/2018